Family & Social Services Administration
Division of Family Resources

DFR Staff and DFR Client Survey Results

September 2018

DFR Staff Survey Results
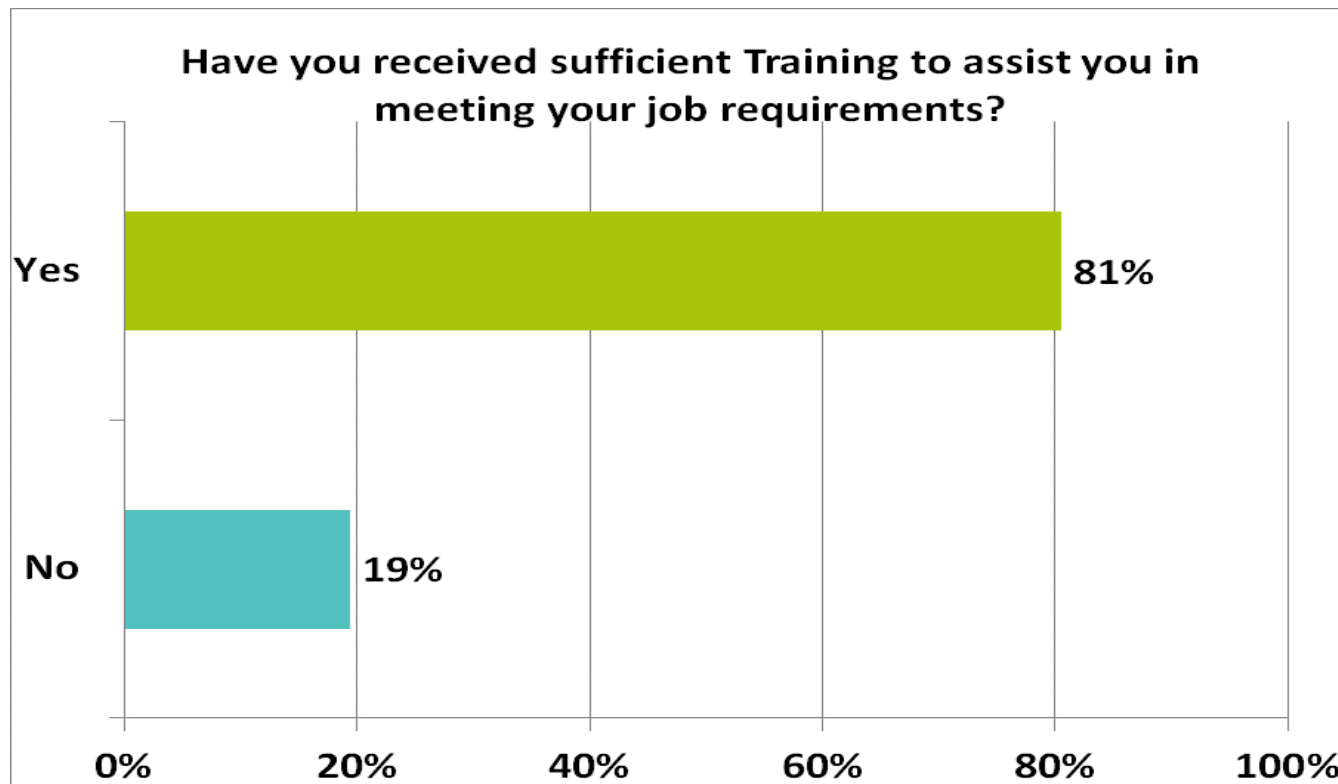
DFR Staff Survey Participation

- 61% of DFR Staff participated in the survey.
- 812 Survey Respondents
- DFR has 1,330 Active PCNs (Position Control Number)
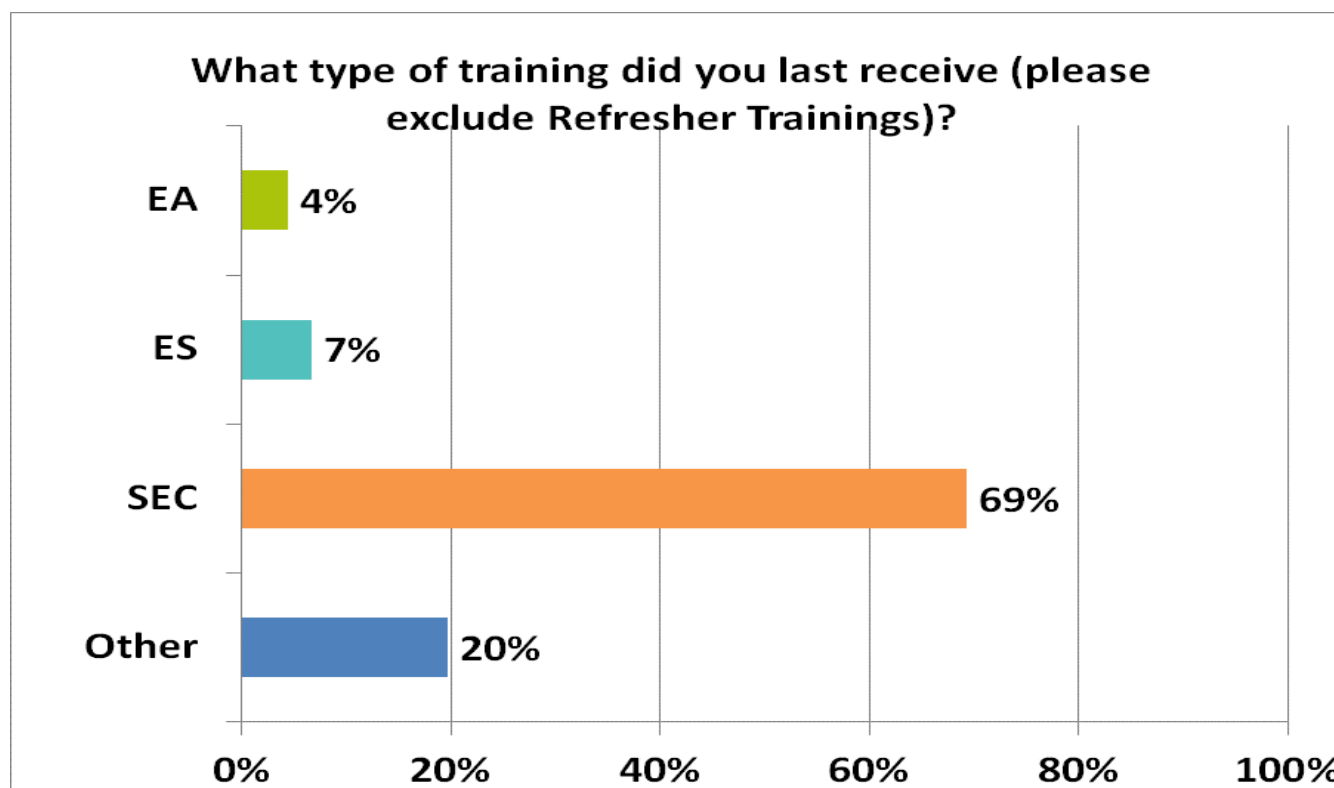
Training

- Over 80% of respondents stated they received sufficient training to meet job requirements.

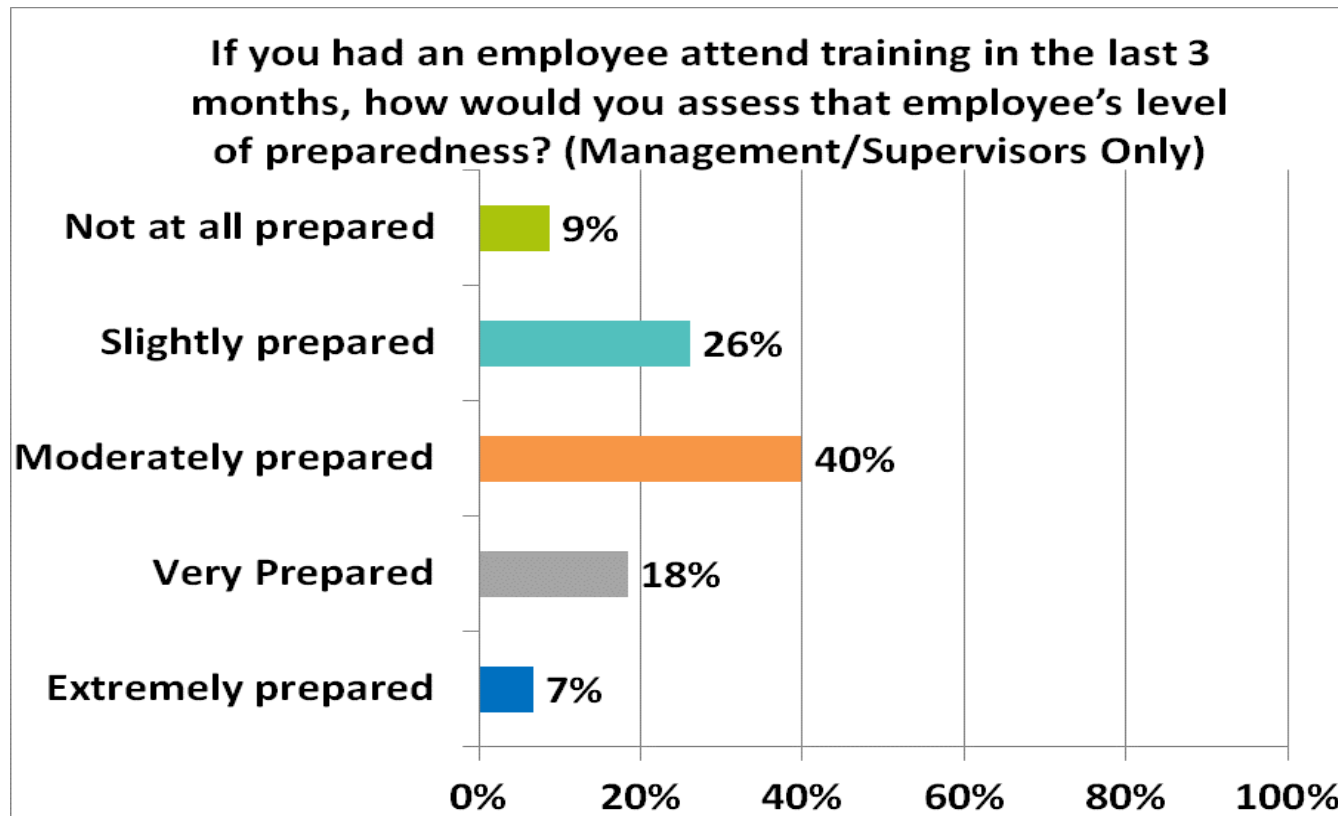Have you received sufficient Training to assist you in meeting your job requirements?

Yes	81%
No	19%

0%   20%   40%   60%   80%   100%

Training

- SEC training was the most common training received last by the respondents.

What type of training did you last receive (please exclude Refresher Trainings)?

Category	Percentage
EA	4%
ES	7%
SEC	69%
Other	20%

Training

- 65% of respondents stated the employee was prepared to fulfill job duties based on the training.

If you had an employee attend training in the last 3 months, how would you assess that employee's level of preparedness? (Management/Supervisors Only)

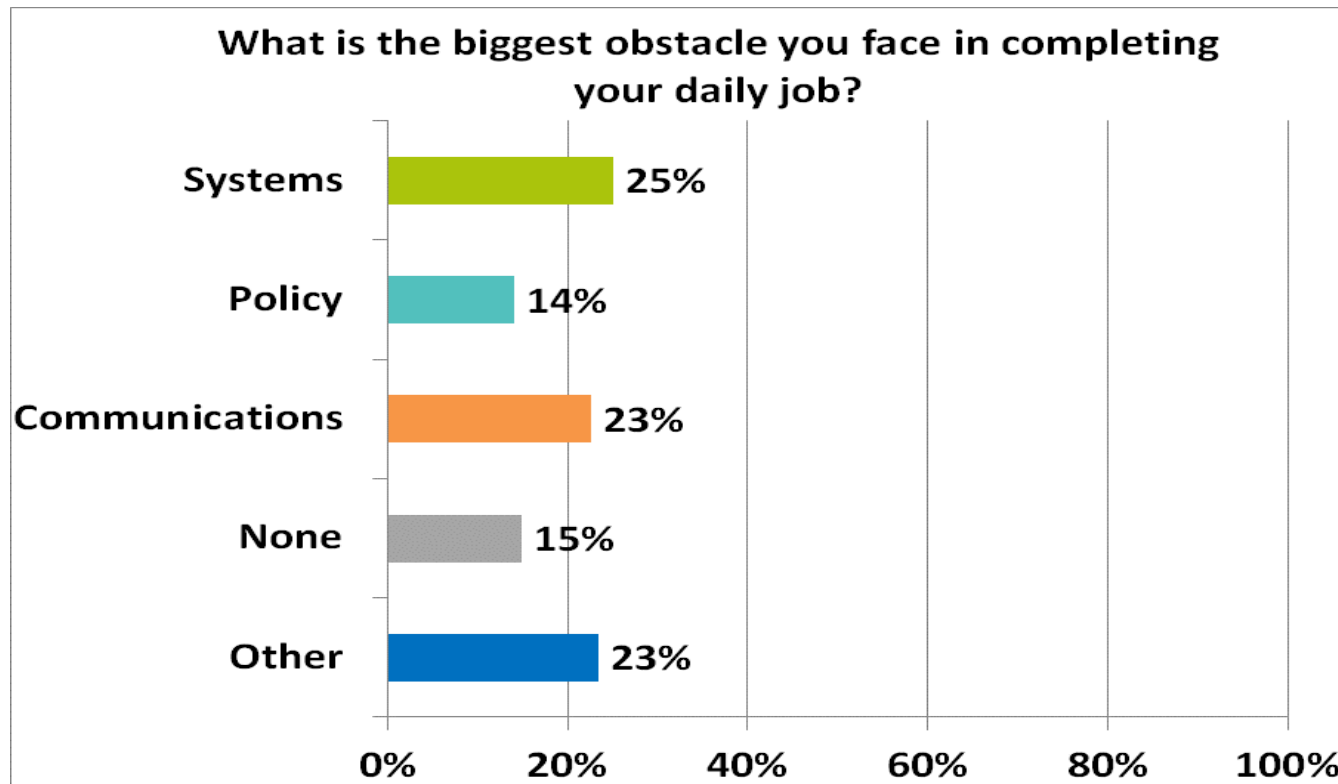| Preparedness Level	Percentage
Not at all prepared	9%
Slightly prepared	26%
Moderately prepared	40%
Very Prepared	18%
Extremely prepared	7%

Policy

- 70% of respondents stated the IPPM Manuals (SNAP/TANF and Health Coverage) and other policy communications (Flash Bulletins, Hub Caps, Ops and etc.) were helpful in completing their work.
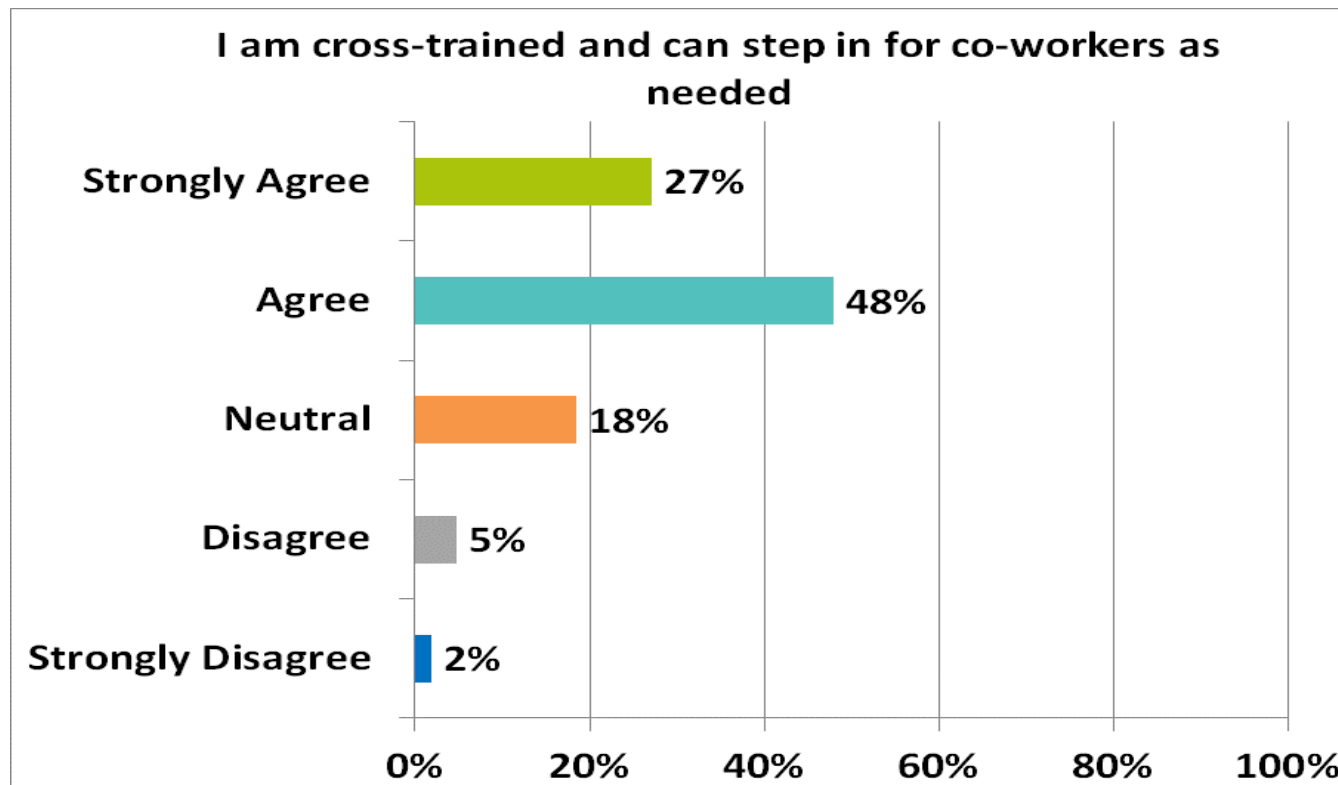
Is the IPPM (SNAP/TANF) policy manual helpful as you complete your work?

Response	Percentage
Yes	70%
No	20%
N/A	11%
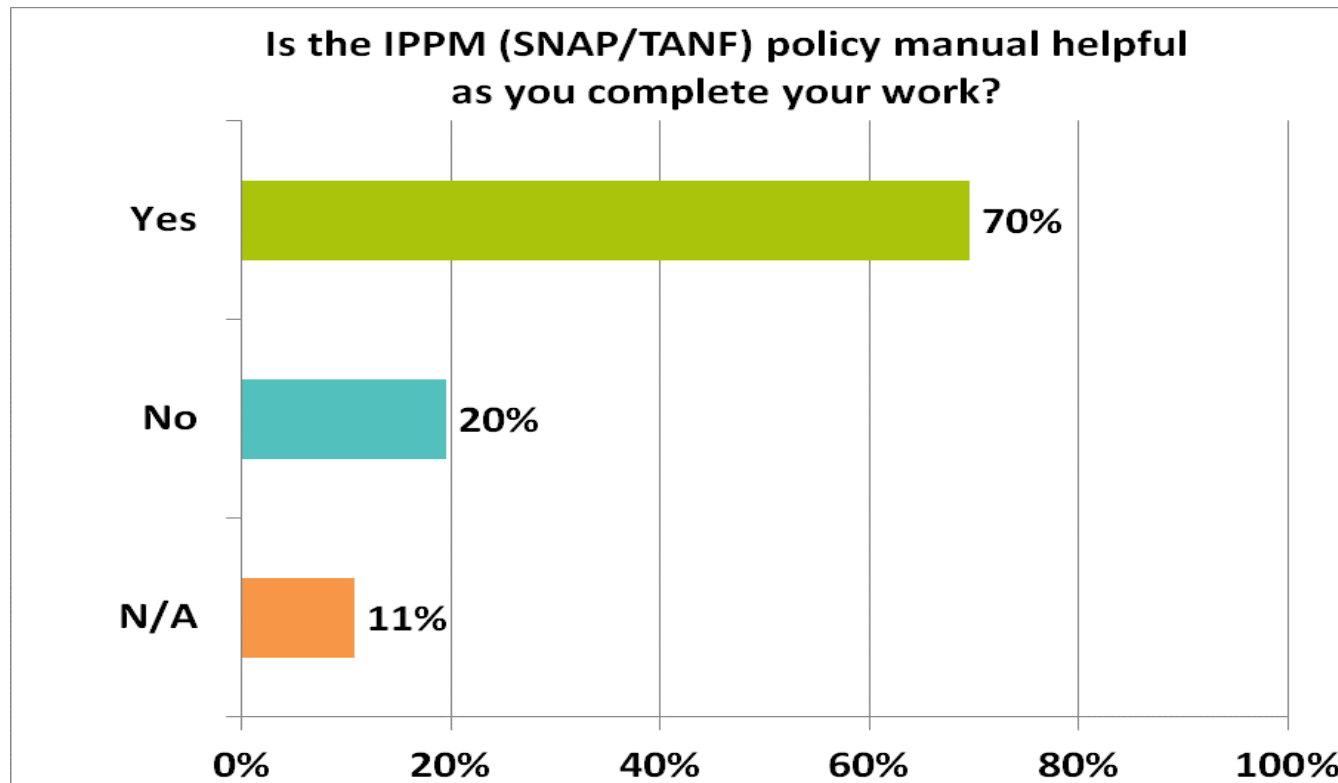
Operations

- 25% of respondents stated that the systems are the biggest obstacle they face in serving clients.

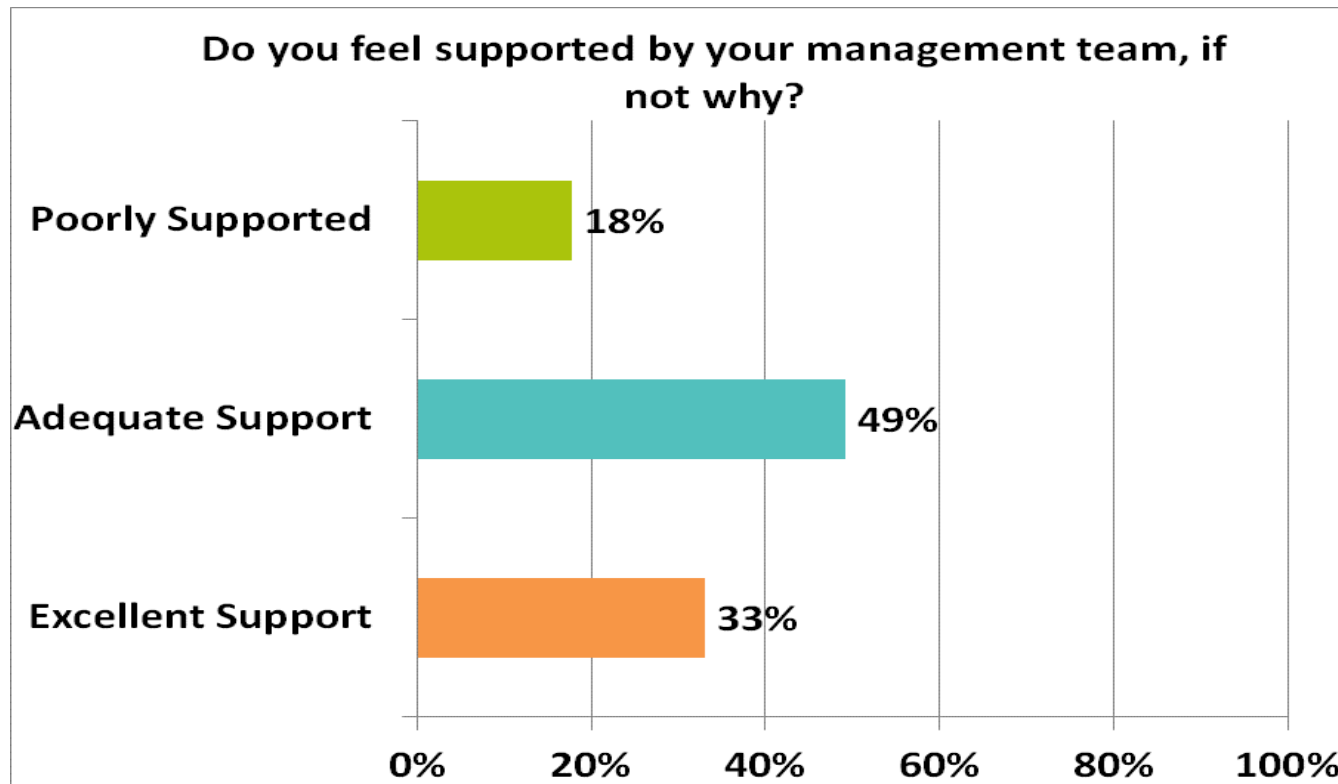## What is the biggest obstacle you face in completing your daily job?

Obstacle	Percentage
Systems	25%
Policy	14%
Communications	23%
None	15%
Other	23%

Operations

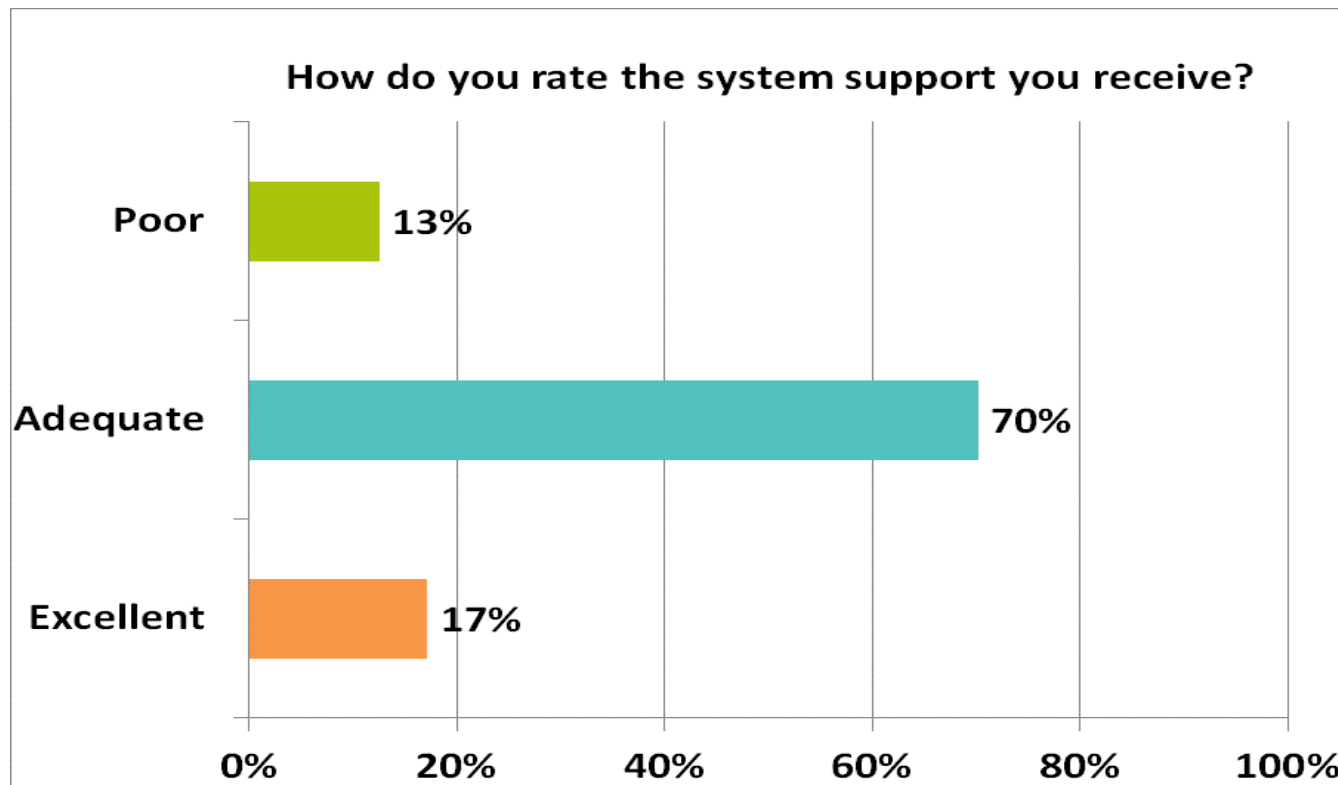- 75% of respondents believe they are cross-trained and could step in for co-workers as needed.

I am cross-trained and can step in for co-workers as needed

Response	Percentage
Strongly Agree	27%
Agree	48%
Neutral	18%
Disagree	5%
Strongly Disagree	2%

Operations

- 82% of respondents feel they are supported by their management team.

Do you feel supported by your management team, if not why?

Poorly Supported	18%
Adequate Support	49%
Excellent Support	33%

Technology

- 87% of staff indicated they receive adequate systems support.

How do you rate the system support you receive?

Rating	Percentage
Poor	13%
Adequate	70%
Excellent	17%

Overall Job Satisfaction

- The top 3 areas indicated as possibilities for increasing overall job satisfaction were Increased communications, Revisiting employee compensation and benefit packages and More opportunities for growth and advancement (including continued education).

What are the top three areas that could improve your overall job satisfaction? (select 3)

Area	Percentage
Increased Communications	69%
More opportunities for growth and advancement (including continued...	63%
Better understanding of yours and others roles in providing services...	37%
Better understanding of FSSA mission and goals	9%
Revisit employee compensation and benefit packages	67%
Additional management training	35%

DFR Next Steps

- DFR Next Steps - Training
  - Provide more complex trainings via face-to-face/classroom with opportunity for questions and answers
  - Add more real-life scenarios to more complex trainings

- DFR Next Steps - Policy
  - Provide refresher training on how to effectively search the IPPMs

- DFR Next Steps - Operations
  - IEDSS may assist with the system issues that were identified
  - Conduct All Staff Town Hall

- DFR Next Steps - Technology
  - Continue communication plans for IEDSS implementation

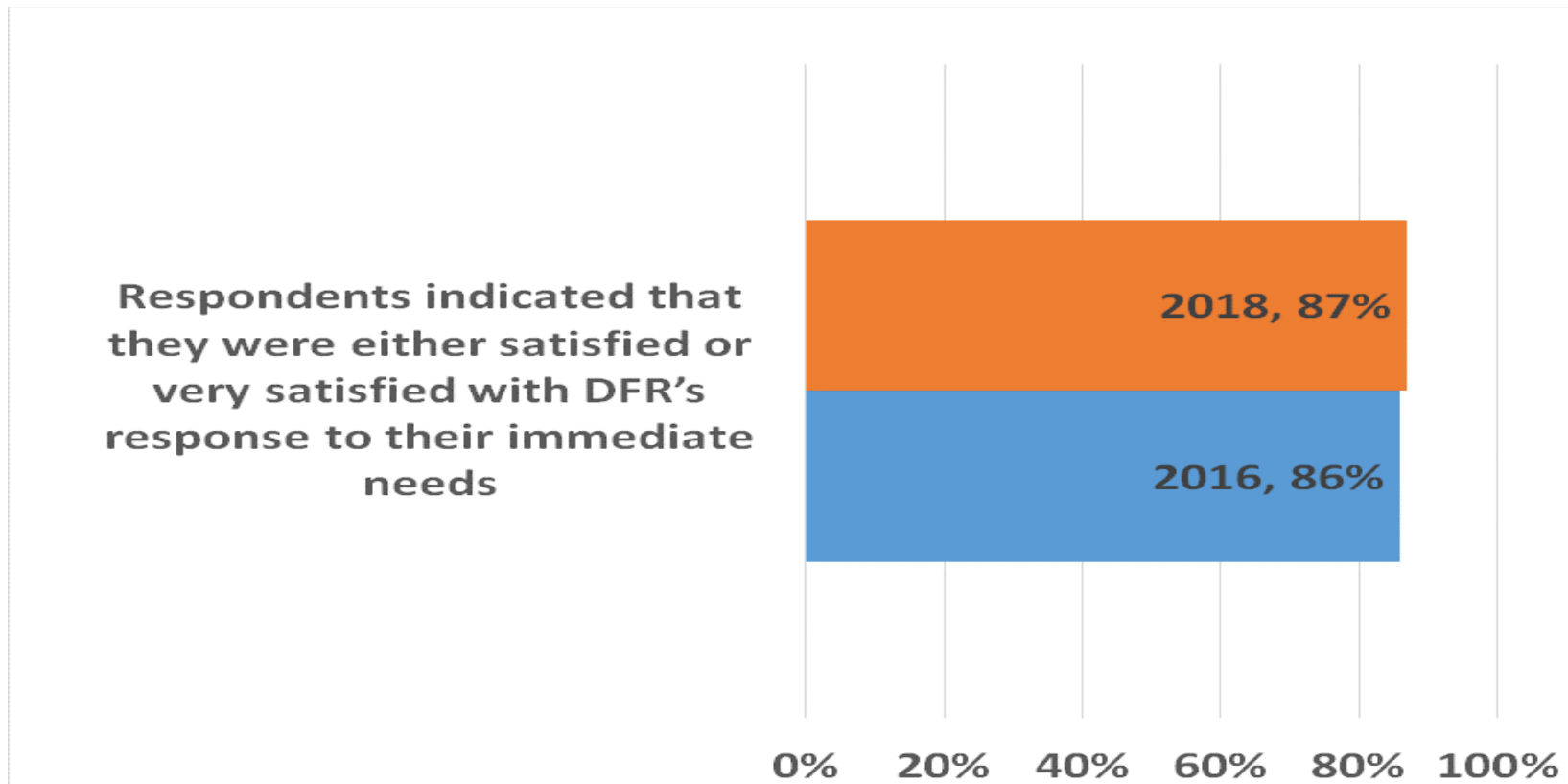# DFR Client Survey Results

Participation

- 1,442 clients responded to the survey

- 20,000 surveys were sent

- Response Rate

  - 7% response rate

  - Per Survey Gizmo, the average response rate for surveys to external entities is 10-15%

- Responses by survey method

  - 1.9% (27) of the surveys were completed online

  - 98.1% (1415) of the surveys were mailed
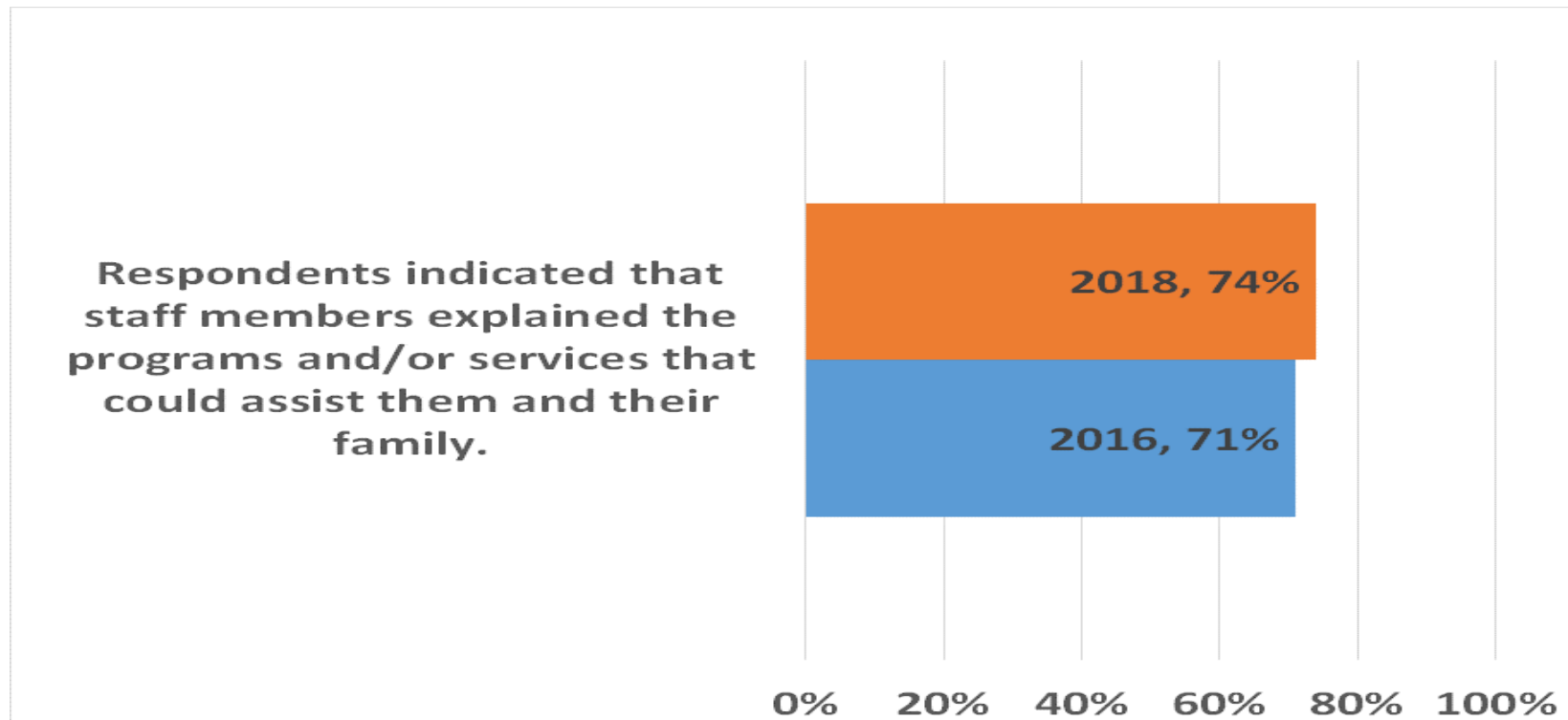
DFR Client Survey Results - Findings

- 87% (1224) of respondents indicated that they were either satisfied or very satisfied with DFR's response to their immediate needs.

Respondents indicated that they were either satisfied or very satisfied with DFR's response to their immediate needs

2018, 87%

2016, 86%

0%   20%   40%   60%   80%   100%

DFR Client Survey Results - Findings

- 74% (1044) of respondents indicated that staff members explained the programs and/or services that could assist them and their family

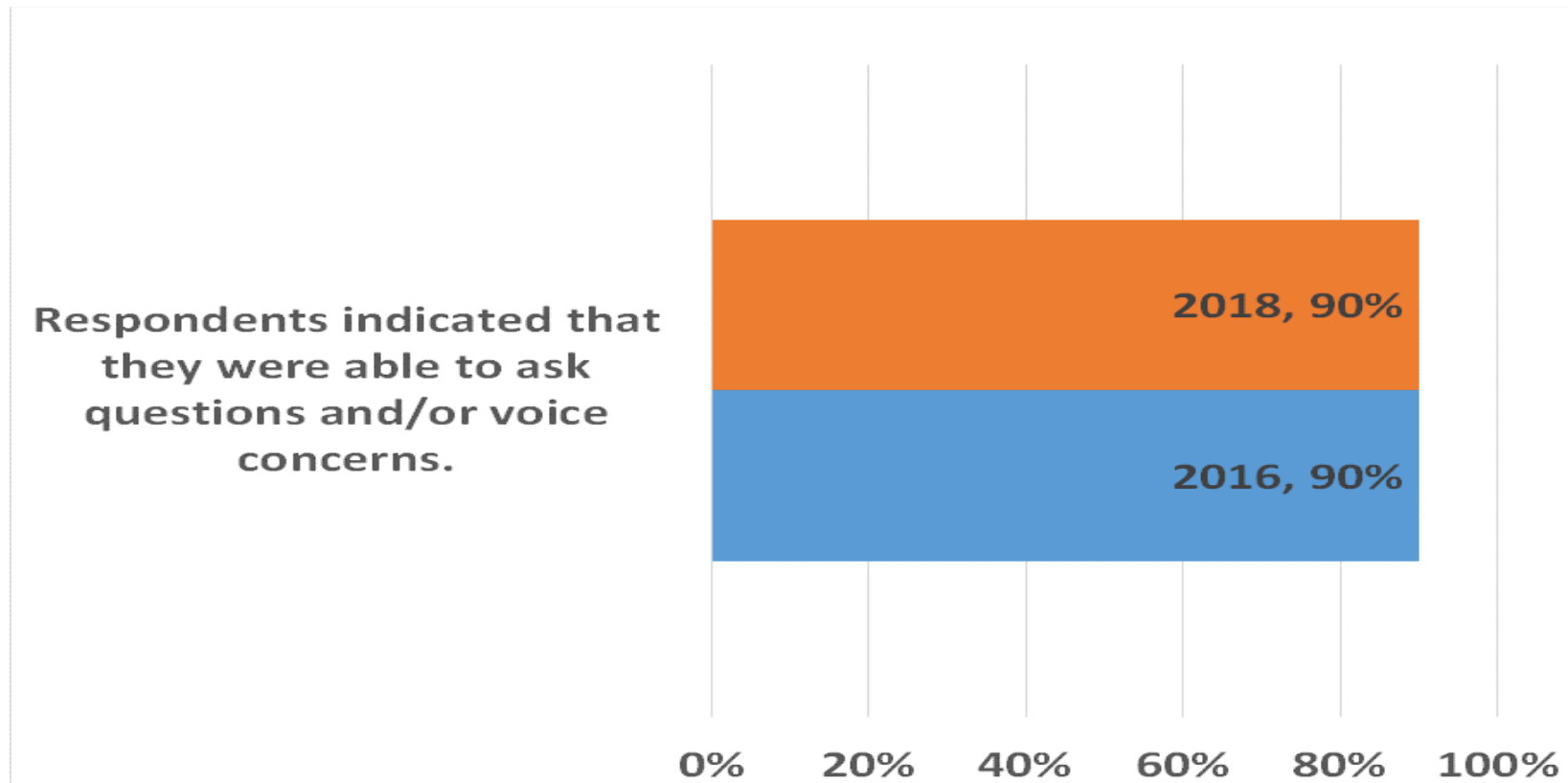Respondents indicated that staff members explained the programs and/or services that could assist them and their family.

2018, 74%

2016, 71%

0%   20%   40%   60%   80%   100%

DFR Client Survey Results - Findings

- 88% (1244) of respondents indicated that staff members explained what was happening in a way they understood.


Respondents indicated that staff members explained what was happening in a way they understood.

2018, 88%

2016, 88%

0%   20%   40%   60%   80%   100%
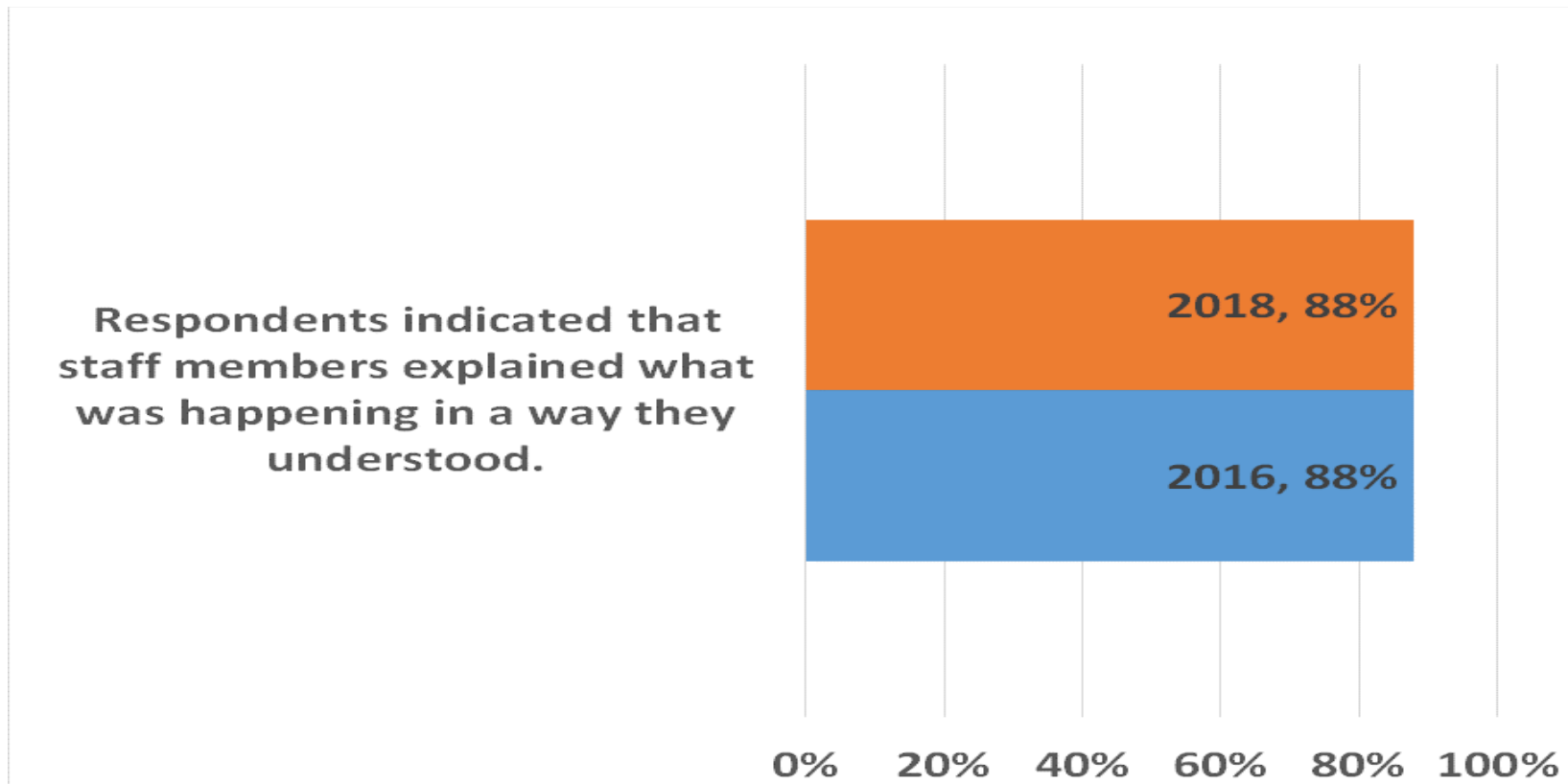
DFR Client Survey Results - Findings

- 90% (1276) of respondents indicated that they were able to ask questions and/or voice concerns.

Respondents indicated that they were able to ask questions and/or voice concerns.

| | 2018, 90% |
| | 2016, 90% |

0%   20%   40%   60%   80%   100%

DFR Client Survey Results - Findings

- 88% (1233) of respondents indicated that staff members were able to answer their questions and provide them with helpful information.

Respondents indicated that staff members were able to answer their questions and provide them with helpful information.

2018, 88%

2016, 88%

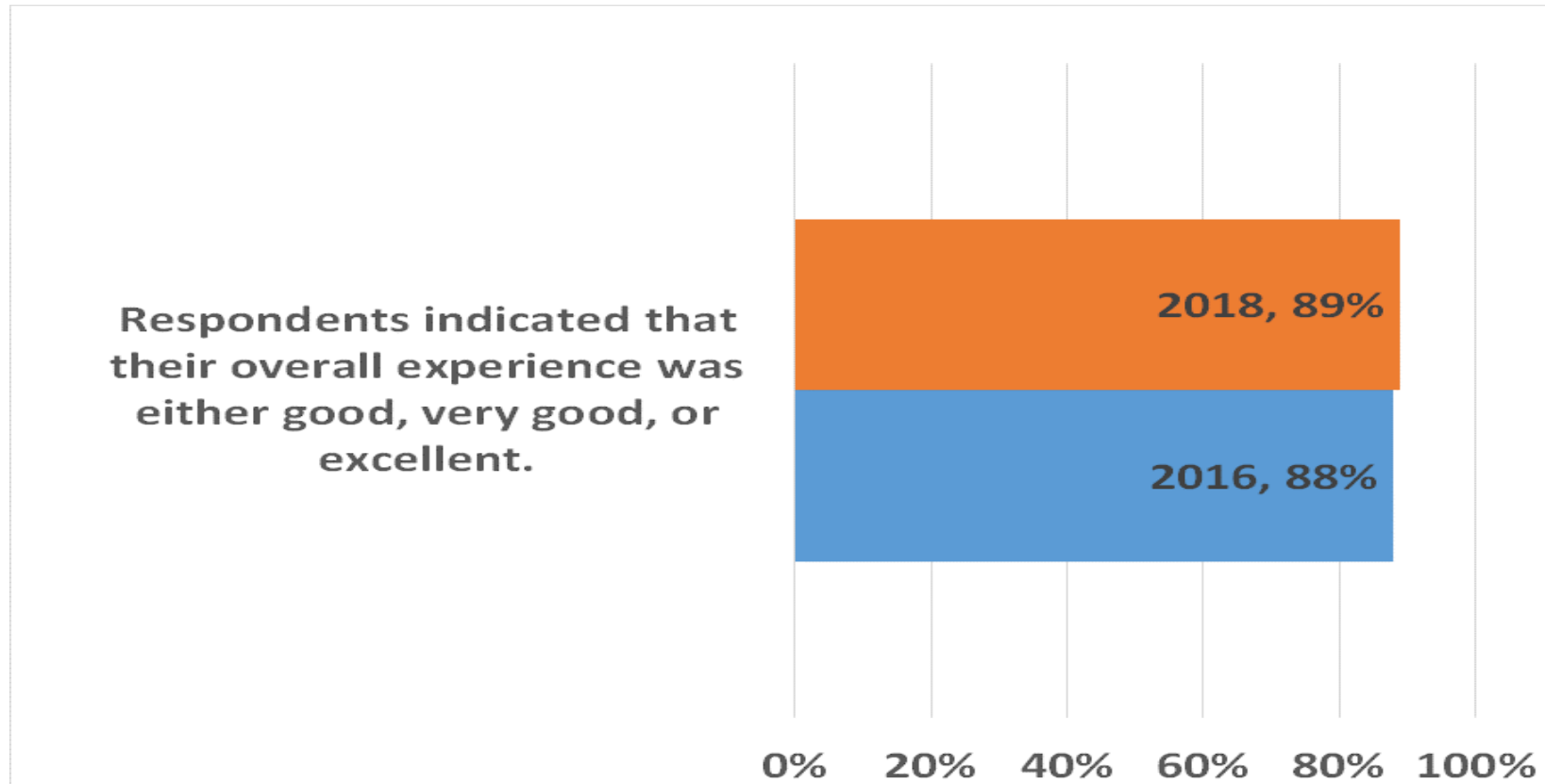0%   20%   40%   60%   80%   100%
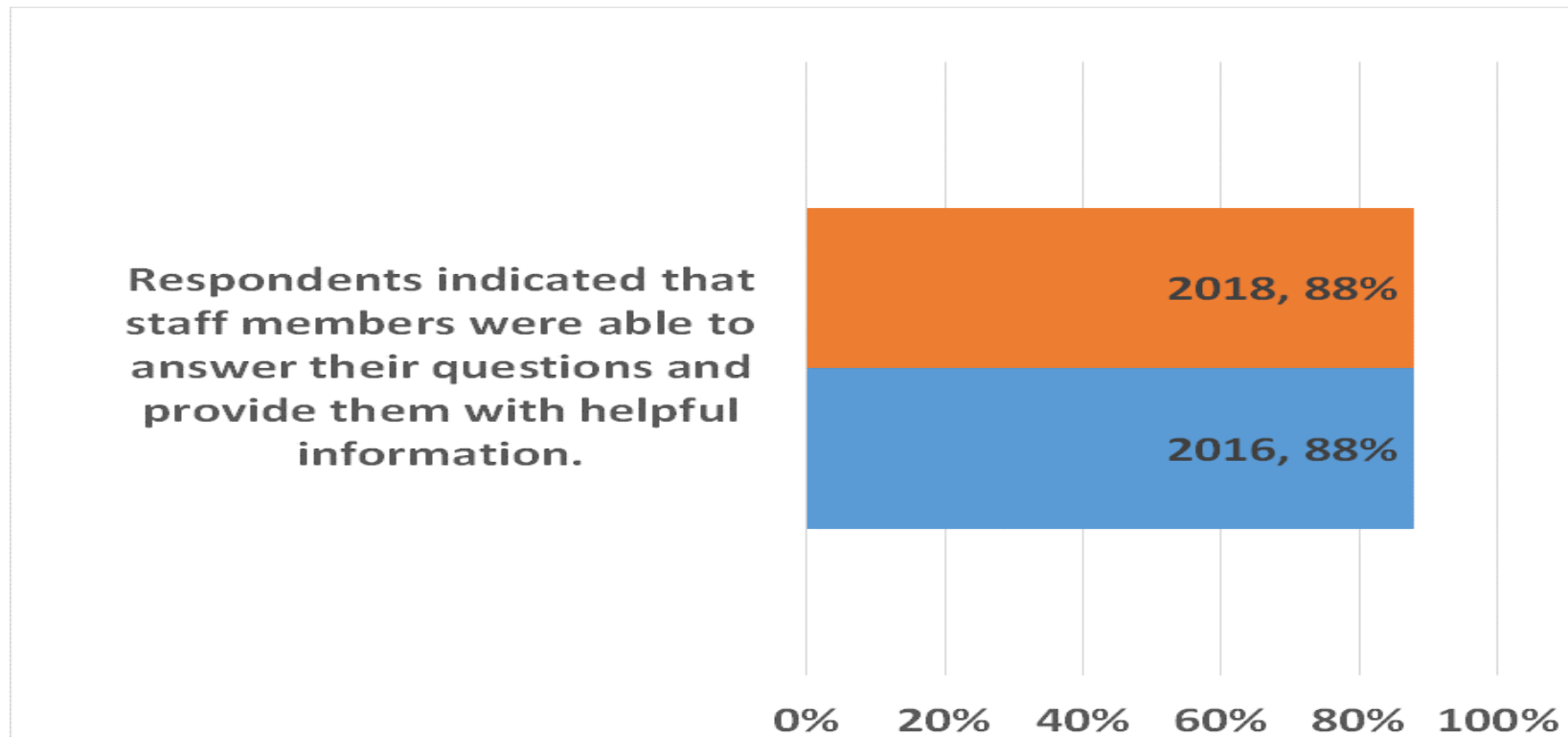
DFR Client Survey Results - Findings

- 95% (1457) of respondents indicated that they were treated with dignity, courtesy and respect during their recent contact with DFR.
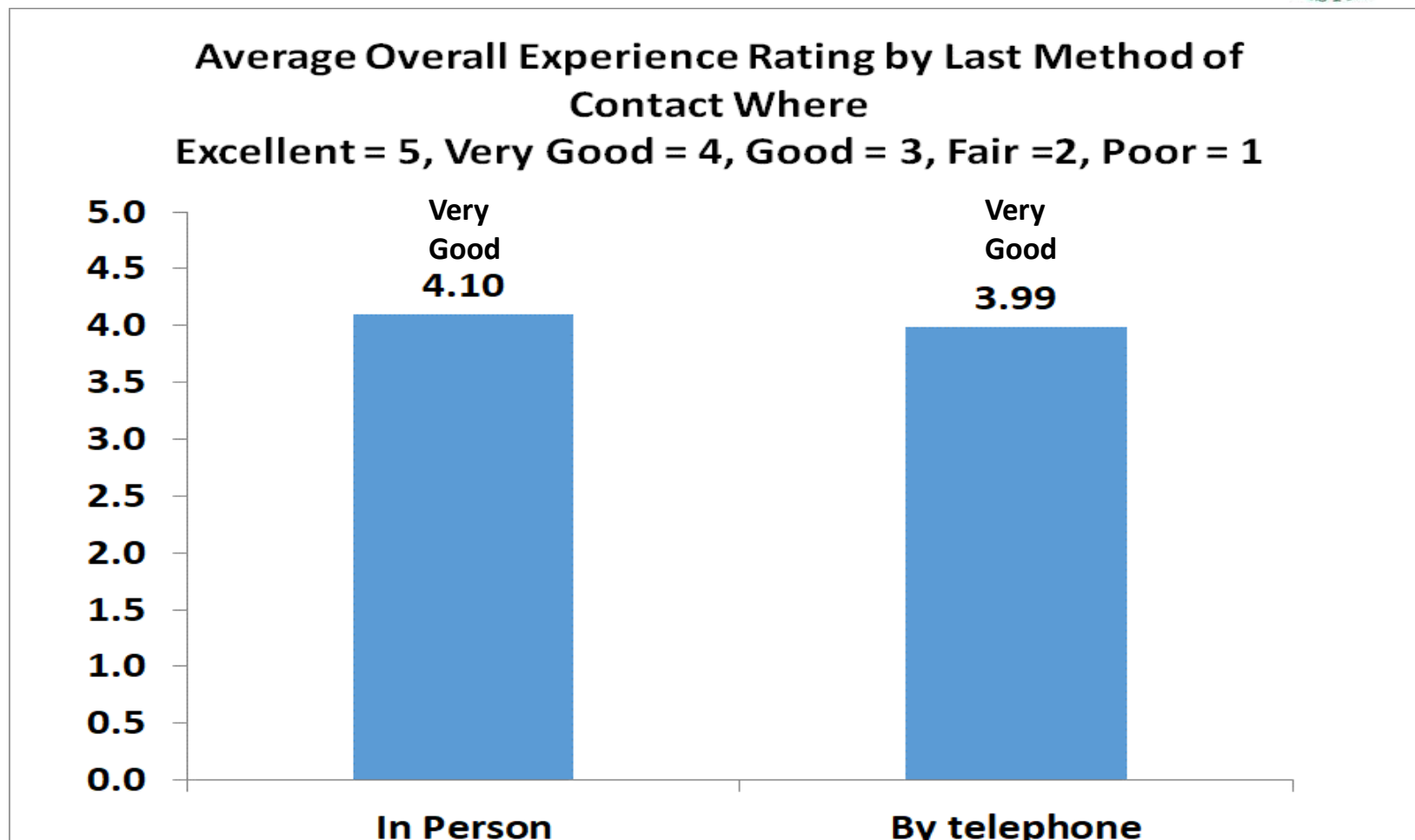

Respondents indicated that they were treated with dignity, courtesy and respect during their recent contact with DFR.

2018, 94%

2016, 95%

0%   20%   40%   60%   80%   100%
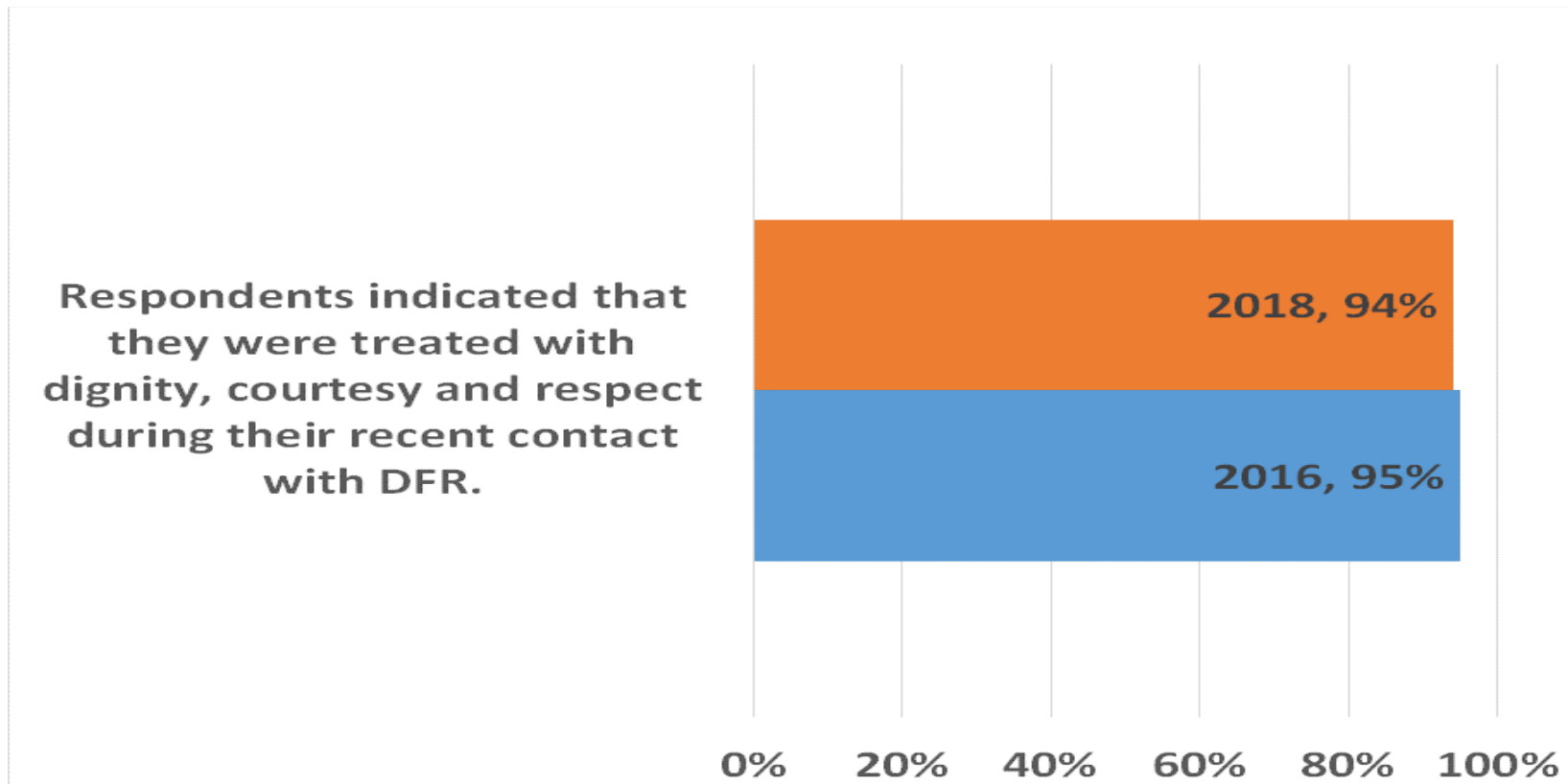
DFR Client Survey Results - Findings

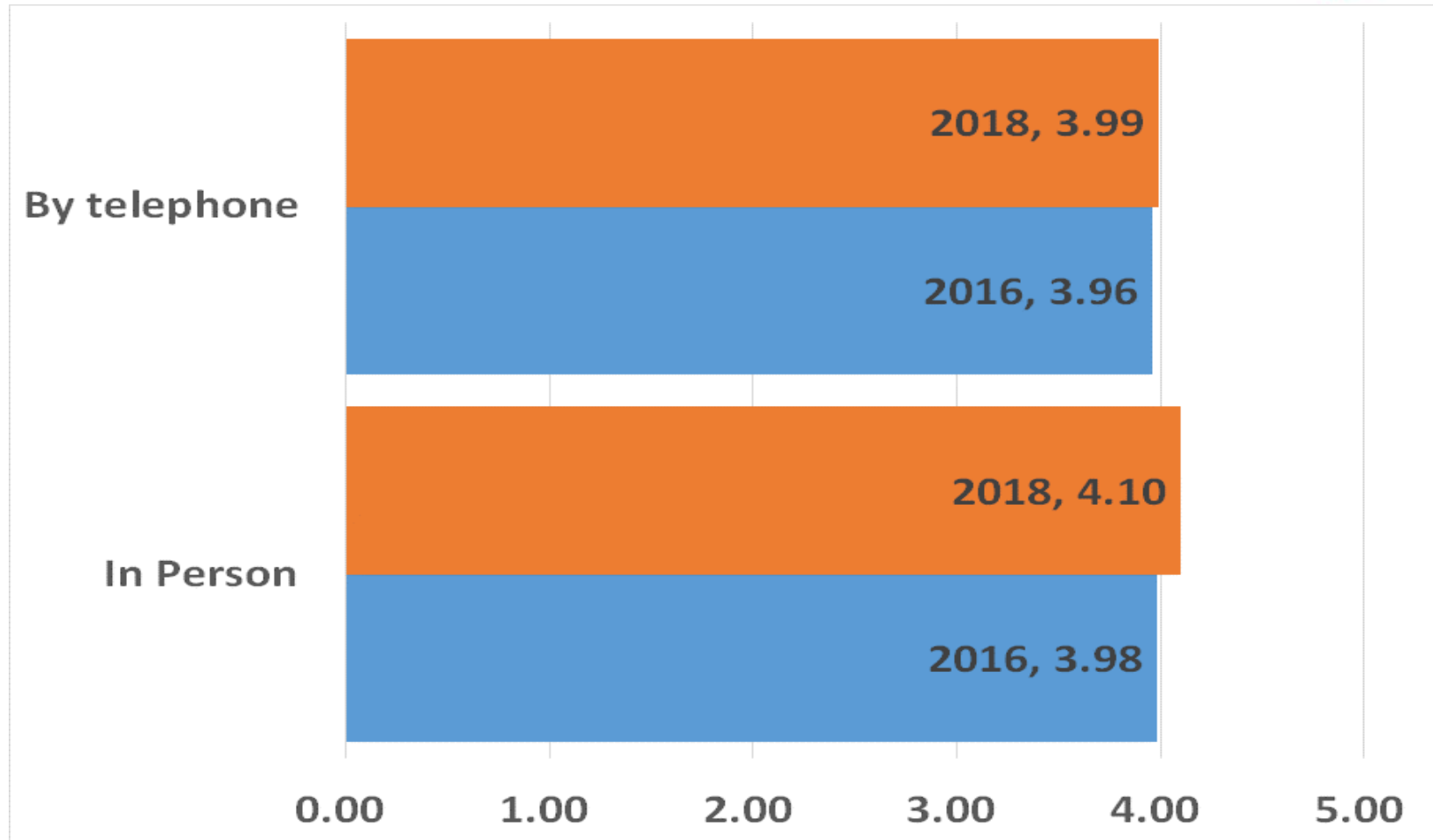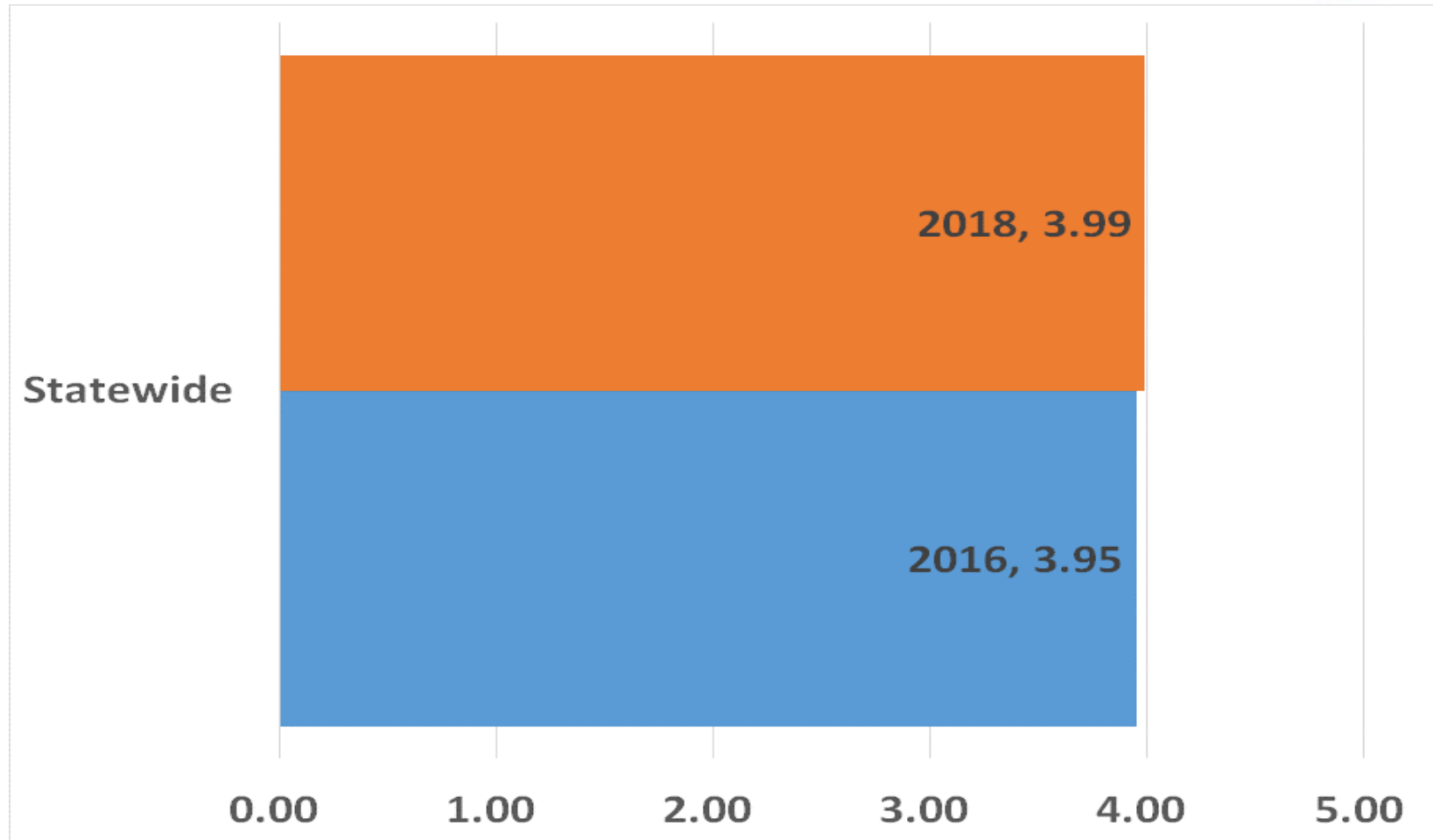- 88% (1355) of respondents indicated that their overall experience was either good, very good, or excellent.

Respondents indicated that their overall experience was either good, very good, or excellent.

2018, 89%

2016, 88%

0%   20%   40%   60%   80%   100%

DFR Client Survey Results

Average Overall Experience Rating by Last Method of Contact Where
Excellent = 5, Very Good = 4, Good = 3, Fair =2, Poor = 1

In Person: Very Good 4.10
By telephone: Very Good 3.99

DFR Client Survey Results - Summary

DFR Client Survey Results - Summary

DFR Client Written Responses and Comments

DFR Client Survey Results - Findings

- 70% (992) of respondents provided an answer to question 9 - "What Did We Do Well?".

- The following are the top three responses to question 9:

  - 18% (178) indicated everything was done well
  - 14% (141) indicated the worker was polite, courteous, respectful or nice
  - 12% (121) indicated the worker answered all of their questions

DFR Client Survey Results - Findings

- 62% (893) of respondents provided an answer to question 10 - "What Can We Do Better to Improve Our Service?".

- The following are the top three responses to question 10:

  – 48% (433) indicated no improvements were needed

  – 6% (57) indicated they were unsure what needed to be improved

  – 3% (28) indicated they wanted to receive more benefits
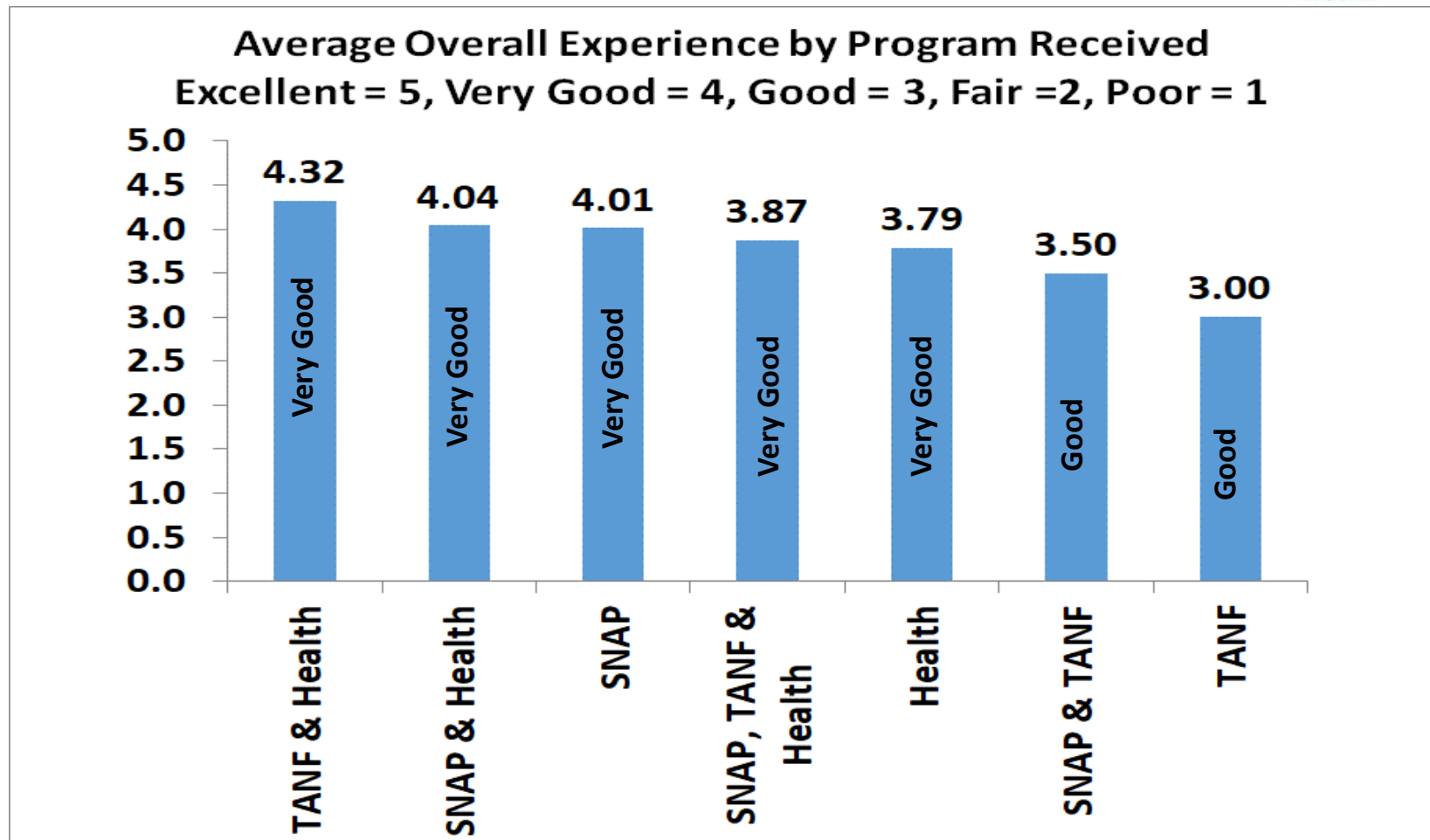
DFR Client Survey Results – Client Quotes

- "Receptionist appeared knowledgeable and great customer service while training new staff member" (Marion County)

- "As I explained Mr. Grady was excellent in actually doing a phone interview to begin with when I was supposed to come into the office" (Lake County)

- "Rush Co did everything well thank you for these people" (Rush County)

- "The front desk attendant was really plesant (sic) and knowledgable (sic) in directing me and others where to find receive help" (LaPorte County)

- "Smile keep up the good work" (Whitley County)

DFR Client Survey Results – Client Quotes

- "I was treated very well. The girls in White Co are very nice and helpful" (White County)

- "Your provided what I ask for quick and was courteous" (Monroe County)

- "Very personable respectful and helpful" (Parke County)

- "The Petersburg staff always goes above and beyond to help me" (Pike County)

- "Always very nice office staff" (Decatur County)

- "The lady was very nice and treated me with respect and dignity. She didnt (sic) make me feel ashamed for seeking help" (Montgomery County)
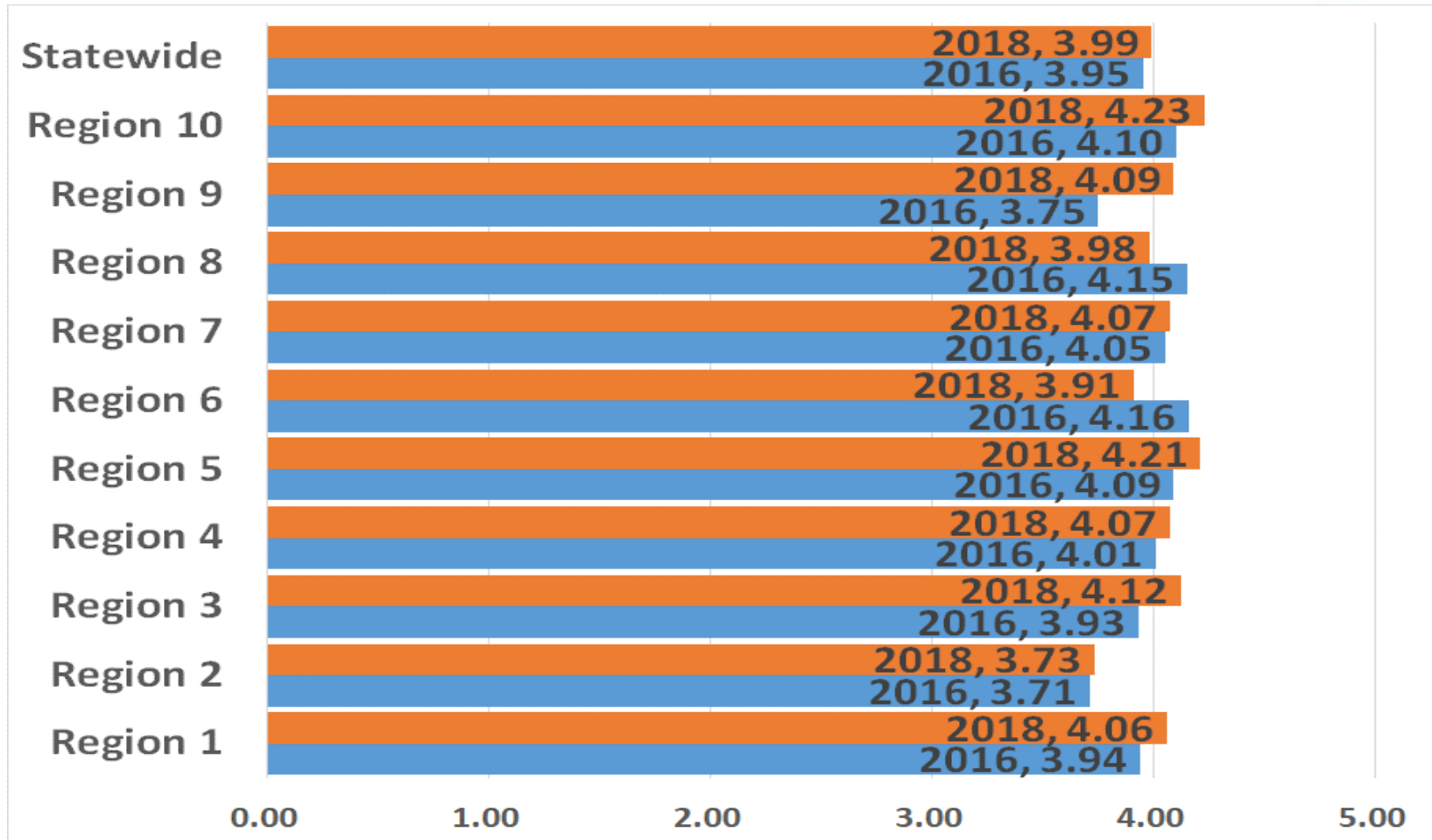
DFR Client Survey Results

Average Overall Experience by Program Received
Excellent = 5, Very Good = 4, Good = 3, Fair = 2, Poor = 1
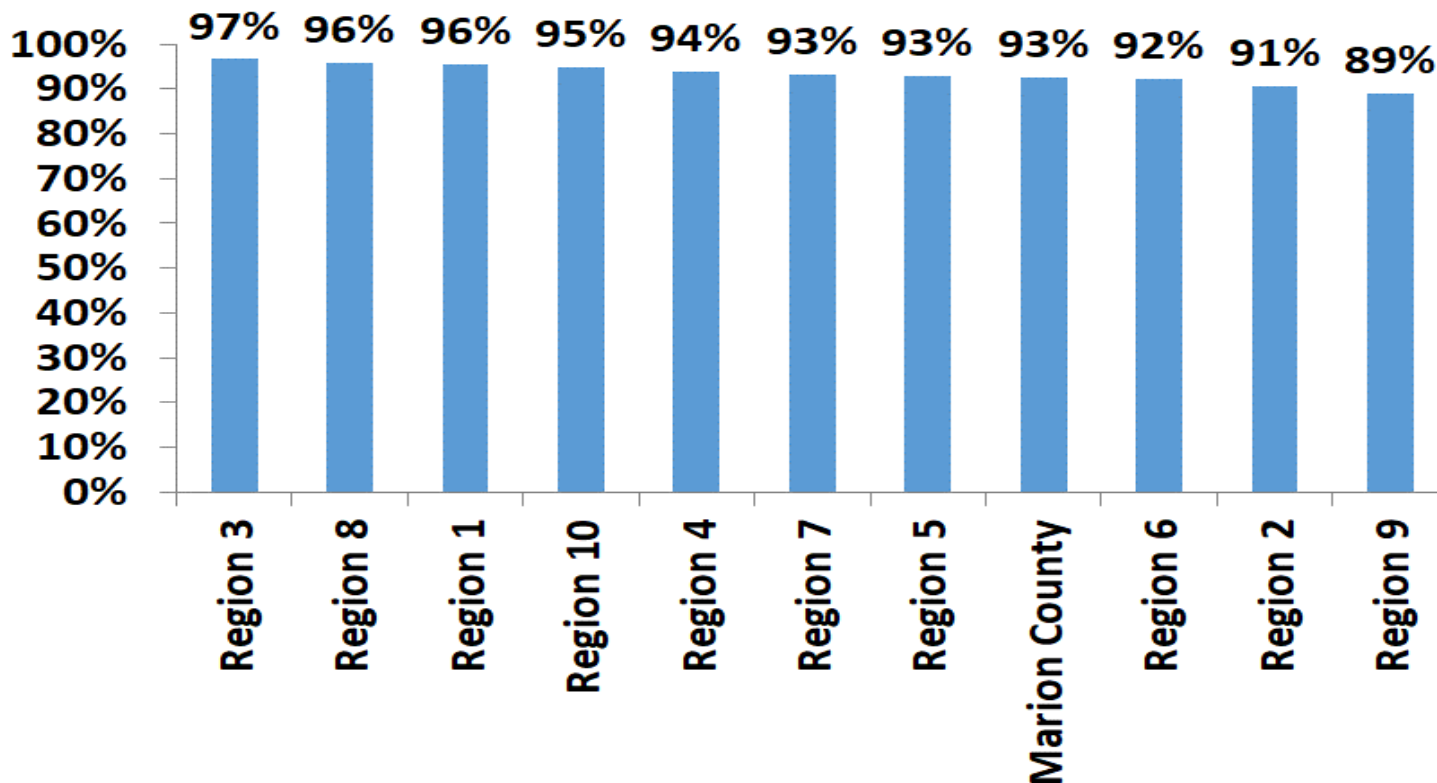
DFR Regional Findings

DFR Client Survey Results - Summary

DFR Client Survey Results - Summary

% Answering Yes to "The staff member was able to answer my questions and provide me with helpful information."

DFR Client Survey Results

Average Overall Experience by Region for 2016 and 2018
Excellent = 5, Very Good = 4, Good = 3, Fair =2, Poor = 1

Region	2016	2018	Change from 2016
Region 10	4.10	4.23	0.13
Region 5	4.09	4.21	0.13
Region 3	3.93	4.12	0.19
Region 9	3.75	4.09	0.34
Region 4	4.01	4.07	0.06
Region 7	4.05	4.07	0.02
Region 1	3.94	4.06	0.11
Region 8	4.15	3.98	(0.17)
Region 6	4.16	3.91	(0.25)
Marion County	3.78	3.82	0.04
Region 2	3.71	3.73	0.02